

E-Government Quarterly Report
Third Quarter FY03
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E-Government Update

The state's e-government portal continues to evolve and improve. Work continues on addressing the "real estate" of the state's home page and specific changes will be proposed to the E-Government Oversight Committee for approval at their upcoming meeting. An important element to this initiative is to obtain a consistent "look and feel" that will be easy to use and intuitive to the citizen.

State employees also use the portal in their daily work. In addition, the state's portal provides employees with links to information on employee benefits and programs. In order to take the streamlining of services to the next level, consideration is being given to providing a link to a secure website where employees can update their personnel information online.

Through direction from the E-Gov Business Oversight Committee, work continues toward the vision of a one-stop online process for starting and registering a business. An initial meeting was held involving DED, Revenue, DOLIR, and the Secretary of State's Office. It was determined that the Department of Agriculture and Worker's Compensation should be asked to participate. The strategy will be to inventory the services offered today for starting and registering a business and work toward an achievable outcome that serves all Missourians.

.GOV Initiatives

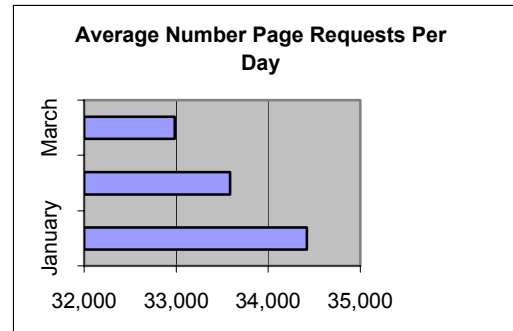
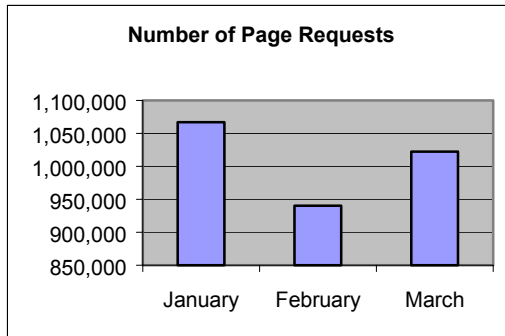
The move continues to standardize the URL, missouri.gov, for the state's portal. All state department web pages will be converted to the missouri.gov format by December 31, 2003. Currently several departments have started the conversion process and departments are urged to align with the missouri.gov direction if they are introducing new or marketing existing business programs. A listing of department missouri.gov URLs and their alias designations, as well as policies associated with this initiative, can be found at <http://www.oit.state.mo.us/architecture/GOV%20Department%20URLs.pdf>.

The mo.gov initiative to standardize e-mail addresses statewide also continues. Missouri State Government utilizes three popular e-mail packages, Microsoft Exchange, Lotus Notes and Novell GroupWise. A committee is meeting to work through the issues of standardizing to one or two e-mail packages rather than three. The statewide e-mail committee formed to look at this issue is obtaining input from the three e-mail package working groups. This committee will also tackle the issue of whether e-mail servers should be centralized or maintained in a distributed fashion.

A second statewide e-mail committee is currently being formed that will address the e-mail naming standard. With "mo.gov" as the common standard e-mail address, options will be explored and naming standard recommendations made for what is identified prior to the @ sign. This initiative is intended to simplify electronic services to customers and provide an intuitive naming standard.

E-Government Website Statistics

The number of page requests reflects the number of pages visited on the state's e-government portal, missouri.gov, during the third quarter of FY03.



Youth Portal

Work on the Youth Portal associated with the Governor's Youth Cabinet, is currently in the review process and the prototype will be unveiled for final review and approval at a June 11th meeting. Once approved, the Youth Portal website will go live behind the state's e-government portal and provide online information centered around youth activities in government.

E-Government Customer Comments

A new online section is now available on the Office of Information Technology website. Located at www.oit.state.mo.us/e-government/what%20citizens%20are%20saying.html, the website will be a repository of comments received by citizens regarding the state's e-government portal and online services. Below is a comment recently received from a citizen:

"I was recently trying to find information about Fort Leonard Wood and the surrounding area, when I came across your site. I work for a Metro government and have to contact/refer to multiple agencies. As frustrating as it can sometimes be for me, for the average 'citizen' it could be a nightmare. I was very impressed with your "Show Me" section. Every state site should have such a helpful reference on their home page. Kudos to Missouri for making things a bit easier for their residents and tourists."
Thursday, January 09, 2003 2:54 PM

E-Government FY03 Year-to-Date Financial Information

| FY02 Appropriated | Expended | Balance |
|--------------------------|-----------------|----------------|
| \$2,043,615 | \$1,164,857 | \$878,758 |

In FY02 the Office of Information Technology was appropriated \$2,838,354 for development of an E-Government infrastructure. An initial withholding of 18% reduced the available appropriation to \$2,327,450. A subsequent withholding of another 10% reduced the available funds by \$283,835, leaving a beginning balance of \$2,043,615.